Pay.gov Q&As for Requesters
(Effective 10/01/2022)

1. What is Pay.gov?

Pay.gov, an offering of the Department of the Treasury's (Treasury) Bureau of the Fiscal Service, provides Federal agencies with a secure, Government-wide, collection portal for the electronic collection of funds from customers. This process allows agencies to obtain and process collections in an efficient and timely manner using internet technologies.

2. Why is the Social Security Administration (SSA) now requiring payment via Pay.gov?

Major banks are ending their participation in the Financial Agent Protégé Program with the Treasury's Over the Counter network (OTCnet) for paper check processing. Agencies are therefore converting to an all-electronic collections process in lieu of over the counter deposit activity.

3. What payment methods are available to me through Pay.gov?

Pay.gov processes ACH (Automated Clearing House) debits and plastic card. The following *credit* cards are supported: American Express, Discover and Discover-branded, JCB and UnionPay, MasterCard and Visa. The following *debit* cards are supported: MasterCard- and Visa-branded cards.

4. Will SSA accept payment via check or money order?

SSA will now require payment be processed through Pay.gov. Check and money order payments will no longer be acceptable beginning with the fiscal year (FY) 2023 agreements, which begin October 1, 2022 and end September 30, 2023.

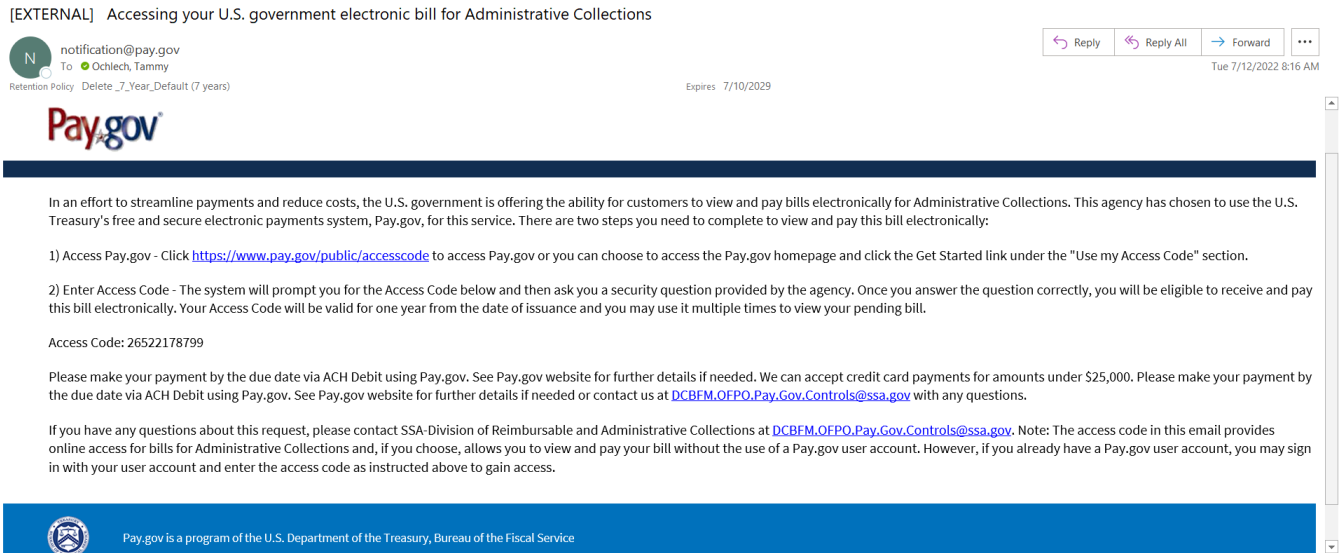## 5. When is the advance payment due for my reimbursable agreement?

Advance payment is required before work may begin. Upon the receipt of the signed SSA-1235 for the agreement, SSA will create an electronic bill (eBill) and email the link to you for payment entry. Typically, an advance payment of the <u>full</u> estimated cost on the SSA-1235 is due prior to the beginning date. Refer to your legal agreement.

6. How do I make the advance payment?

The SSA will initiate collections through the Pay.gov electronic billing process. As end-users of Pay.gov, you will receive an eBill sent by email message from Pay.gov on behalf of the SSA. An eBill is an electronic version of a paper bill that can be easily viewed and paid online.

7. What will the Pay.gov email message look like?

The email message will provide instructions on how to view the bill and make the requested payment. See example below.

[EXTERNAL] Accessing your U.S. government electronic bill for Administrative Collections

notification@pay.gov
To ● Ochlech, Tammy
Retention Policy Delete _7_Year_Default (7 years)   Expires 7/10/2029

↩ Reply   ↩ Reply All   → Forward   ···
Tue 7/12/2022 8:16 AM

Pay.gov

In an effort to streamline payments and reduce costs, the U.S. government is offering the ability for customers to view and pay bills electronically for Administrative Collections. This agency has chosen to use the U.S. Treasury's free and secure electronic payments system, Pay.gov, for this service. There are two steps you need to complete to view and pay this bill electronically:

1) Access Pay.gov - Click https://www.pay.gov/public/accesscode to access Pay.gov or you can choose to access the Pay.gov homepage and click the Get Started link under the "Use my Access Code" section.

2) Enter Access Code - The system will prompt you for the Access Code below and then ask you a security question provided by the agency. Once you answer the question correctly, you will be eligible to receive and pay this bill electronically. Your Access Code will be valid for one year from the date of issuance and you may use it multiple times to view your pending bill.

Access Code: 26522178799

Please make your payment by the due date via ACH Debit using Pay.gov. See Pay.gov website for further details if needed. We can accept credit card payments for amounts under $25,000. Please make your payment by the due date via ACH Debit using Pay.gov. See Pay.gov website for further details if needed or contact us at DCBFM.OFPO.Pay.Gov.Controls@ssa.gov with any questions.

If you have any questions about this request, please contact SSA-Division of Reimbursable and Administrative Collections at DCBFM.OFPO.Pay.Gov.Controls@ssa.gov. Note: The access code in this email provides online access for bills for Administrative Collections and, if you choose, allows you to view and pay your bill without the use of a Pay.gov user account. However, if you already have a Pay.gov user account, you may sign in with your user account and enter the access code as instructed above to gain access.

Pay.gov is a program of the U.S. Department of the Treasury, Bureau of the Fiscal Service

8. Do I need to establish a Pay.gov account to make the advance payment for my reimbursable agreement?

No account set up is required to submit your payment through Pay.gov. You simply click on the link, provide the access code from the email message received through Pay.gov, and enter the payment data. These payments are processed as on-time transactions, and thus <u>do not</u> require an account.

However, you *may* establish a Pay.gov account if you prefer the ability to view historical eBills and payment activity. When logged into a Pay.gov account, you can view payment details, view the receipt, and cancel pending payments for payments entered while logged into your Pay.gov account.

Note: When you make payments <u>without</u> setting up an account, you are not able to be retrieve this payment detail or cancel pending payments. However, you do have the ability to download a copy of each bill when received.

9. What is the website I need to go to in order to make the payment?

You do not need to access the eBill invoice for payment from a website. It is accessed through the link in the email sent directly to your Financial Contact listed on the SSA-1235.

10. How do I access the eBill?

The Pay.gov email sent by SSA will include a link as well as an Access Code. You will first click on the link and enter that Access Code. The system will then prompt you to answer a security question, which the answer will be found on the signed SSA-1235. This double authentication process provides a secure method to view and process the eBill.

Note: Only eBills pending payment are accessible using the link. Historical eBills and payment data may be viewed only if you have a Pay.gov account.

11. I forgot my access code or security answer, what should I do?

Contact SSA at DCBFM.OFPO.Pay.Gov.Controls@ssa.gov. We can reissue the access code or security answer.

12. My access code or security answer does not work, what do I do?

Check the code or answer and try it again. You have three tries in a row to enter it correctly. After three tries, you are locked out of the portal for 15 minutes, after which you can try again.

13. Is the Job Number for my agreement located within Pay.gov?

The Reimbursable Agreement job number (e.g. RAXXXX230001) is indicated on the eBill you receive through Pay.gov. This assists the SSA with matching the payment processed to the signed agreement.

14. Once I receive the eBill, when must the payment be entered?

The Pay.gov portal is available 24 hours a day. The process is initiated by SSA upon sending the Pay.gov email with the eBill link. The link will provide a due date for payment.

15. Is the Pay.gov portal secure?

Pay.gov uses the latest industry-standard methods and encryption to safely collect, store, transmit, and protect all information you submit. Your bank and card account numbers are encrypted on Pay.gov and are masked with asterisks (*) when displayed. When paying an eBill without setting up an account, your banking information is not stored for future use within the portal.

Note: Unless confirming a payment or if solicited, Pay.gov will never contact you.

16. How do I know my payment was processed?

When making the payment, you will indicate an email address(es) to send a message confirming payment submission through Pay.gov. See example below. You should also check your bank account or debit or credit card account to see the disbursement transaction.

If you establish a Pay.gov account, you can view payment details to confirm the payment is settled.

Pay.gov

THIS IS A TEST

Your payment has been submitted to the designated government agency through Pay.gov and the details are below. Please note that this is just a confirmation of transaction submission. To confirm that the payment processed as expected, you may refer to your bank statement on the scheduled payment date. If you have any questions or wish to cancel this payment, you will need to contact the agency you paid at your earliest convenience.

Application Name: Administrative Collections
Pay.gov Tracking ID: 3FPNKCH9
Agency Tracking ID: RASVES220001

Account Holder Name: Federal Reserve
Transaction Type: ACH Debit
Transaction Amount: $1,500.00
Payment Date: 06/13/2022

Account Type: Business Checking
Routing Number: 042000424
Account Number: ************6789

Transaction Date: 06/09/2022 03:49:43 PM EDT
Total Payments Scheduled: 1

17. How quickly is my payment processed?

In order for a payment to be processed the next business day, you must complete the payment entry before the cut-off time. Payments started before the cut-off time but completed after will be late if the payment is due the following day. When you enter a payment date and the cut-off time has passed, you will be prompted to enter a new date. If it is an ACH debit payment, you will enter the next banking business day. For plastic card (credit or debit) payment, you will enter the following day. See cut-off processing times, all of which are Eastern Standard Time, below:

- ACH Debit Bank Accounts — complete by 8:55pm

- Credit and Debit Cards — complete by 11:59pm

18. How do I know the payment was applied to my agreement with SSA?

Applied payments are indicated on the quarterly SSA-1038s (billing statement). The payment will first appear on the statement for the quarter the payment is received. For example, a Pay.gov payment is processed and received on January 10. This payment will first show on the 2nd quarter billing statement covering the period January 1-March 31. See example attached below.

📄 PDF
Sample 1038 - Credit
Balance.pdf

Note: The SSA's Office of Finance must process the payment after it is received from Treasury, which takes just a few days. However, keep in mind, payments received at the end of the month may not be credited until after the start of the following month. Any issues with the payment not appearing on the billing statement should be addressed by emailing DCBFM.OFPO.Pay.Gov.Controls@ssa.gov.

19. Does the eBill replace the SSA-1038 billing statement currently emailed from SSA to our Financial Contact?

No, your Financial Contact will still receive the emailed SSA-1038 each quarter. You should only receive an eBill when a payment is due. Typically, advance payment of the total estimated cost is due prior to the beginning date of the agreement.

20. What happens if the actual costs exceed the original estimate provided on the SSA-1235?

Each quarter, you will receive a SSA-1038 billing statement. The statement will show all payments received and costs incurred through the end of the quarter. If the actual costs incurred exceed the advance payments received, payment of the difference will be due. See example attached below.

Sample 1038 -
Payment Due.pdf

SSA will send another eBill to your Financial Contact requesting payment for the overage due.

In addition, the SSA Project Coordinator will contact you to begin the process of modifying the agreement.

21. What do I do if I have trouble retrieving the eBill, notice the payment hasn't posted with the bank or credit card company, or have other Pay.gov related questions?

You may email DCBFM.OFPO.Pay.Gov.Controls@ssa.gov for assistance.